ELSEVIER

Information & Management 38 (2001) 545–547

INFORMATION & MANAGEMENT

www.elsevier.com/locate/dsw

Author index to Volumes 37 & 38

Aiken, M., and B. Waller, Flaming among first-time group support system users 37 (2000) 95
Aiken, M., and J. Paolillo, An abductive model of group support systems 37 (2000) 87
Alajoutsijärvi, K., K. Mannermaa and H. Tikkanen, Customer relationships and the small software firm. A framework for understanding challenges faced in marketing 37 (2000) 153
Al-Hindi, H., see Rai, A. 37 (2000) 335
Angeles, R., and R. Nath, An empirical study of EDI trading partner selection criteria in customer-supplier relationships 37 (2000) 241
Arnett, K.P., see Liu, C. 38 (2000) 23
Auger, P., see Gallaugher, J.M. 38 (2001) 473
BarNir, A., see Gallaugher, J.M. 38 (2001) 473
Baruch, Y., The autistic society 38 (2001) 129
Beatty, R.C., J.P. Shim and M.C. Jones, Factors influencing corporate web site adoption: a time-based assessment 38 (2001) 337
Benders, J., see Heusinkveld, S. 38 (2001) 239
Brent Gallupe, R., see Parent, M. 38 (2000) 47
Burn, J.M., and C. Szeto, A comparison of the views of business and IT management on success factors for strategic alignment 37 (2000) 197
Byun, D.-H., The AHP approach for selecting an automobile purchase model 38 (2001) 289
Carter Jr., F.J., T. Jambulingam, V.K. Gupta and N. Melone, Technological innovations: a framework for communicating diffusion effects 38 (2001) 277
Chang, K.-C., see Dixon Wilcox, H. 38 (2001) 459
Chau, P.Y.K., and K.Y. Tam, Organizational adoption of open systems: a 'technology-push, need-pull' perspective 37 (2000) 229
Chau, P.Y.K., see Kuan, K.K.Y. 38 (2001) 507
Chen, H.-G., see Li, E.Y. 38 (2001) 185
Chen, L.-d., K.S. Soliman, E. Mao and M.N. Frolick, Measuring user satisfaction with data warehouses: an exploratory study 37 (2000) 103
Cheng, C.-H., see Wong, K.-F. 37 (2000) 51
Cheung, C., see Martinsons, M.G. 38 (2001) 167
Cheung, M.T., see Liao, Z. 38 (2001) 299
Claver, E., R. González and J. Llopis, An analysis of research in information systems (1981–1997) 37 (2000) 181
Cronan, T.P., see McHaney, R. 37 (2000) 135
D'Ambra, J., and R.E. Rice, Emerging factors in user evaluation of the World Wide Web 38 (2001) 373
Daniels, H., see Feelders, A. 37 (2000) 271
Dehning, B., see Stratopoulos, T. 38 (2000) 103
Dixon Wilcox, H., K.-C. Chang and V. Grover, Valuation of mergers and acquisitions in the telecommunications industry: a study on diversification and firm size 38 (2001) 459
Feelders, A., H. Daniels and M. Holsheimer, Methodological and practical aspects of data mining 37 (2000) 271
Fok, L.Y., W.M. Fok and S.J. Hartman, Exploring the relationship between total quality management and information systems development 38 (2001) 355
Fok, W.M., see Fok, L.Y. 38 (2001) 355
Forgionne, G.A., and R. Kohli, A multiple criteria assessment of decision technology system journal quality 38 (2001) 421
Frolick, M.N., see Chen, L.-d. 37 (2000) 103
Gallaugher, J.M., P. Auger and A. BarNir, Revenue streams and digital content providers: an empirical investigation 38 (2001) 473
Gambill, S.E., Jeff Clark W. and R.B. Wilkes, Toward a holistic model of task design for IS professionals 37 (2000) 217
González, R., see Claver, E. 37 (2000) 181
Good, D.J., see Stone, R.W. 38 (2001) 437
Goodhue, D.L., B.D. Klein and S.T. March, User evaluations of IS as surrogates for objective performance 38 (2000) 87
Govindarajulu, C., B.J. Reithel and V. Sethi, A model of end user attitudes and intentions toward alternative sources of support 37 (2000) 77
Grover, V., see Dixon Wilcox, H. 38 (2001) 459
Gupta, V.K., see Carter Jr., F.J. 38 (2001) 277
Han, I., see Jung, B. 38 (2001) 487
Han, I., see Lee, S. 37 (2000) 37

Elsevier Science B.V.
PII: S0378-7206(01)00125-2

Handelman, J.M., see Parent, M. 38 (2000) 47
Hartman, S.J., see Fok, L.Y. 38 (2001) 355
Hayne, S.C., and C.E. Pollard, A comparative analysis of critical issues facing Canadian information systems personnel: a national and global perspective 38 (2000) 73
Heusinkveld, S., and J. Benders, Surges and sediments: shaping the reception of reengineering 38 (2001) 239
Holsheimer, M., see Feelders, A. 37 (2000) 271
Hsu, C., see Pant, S. 38 (2001) 385
Huang, S.-J., Early project estimation in the formal communication protocol development 38 (2001) 449
Hui, S.C., and G. Jha, Data mining for customer service support 38 (2000) 1
Huizingh, E.K.R.E., The content and design of web sites: an empirical study 37 (2000) 123
Jain, B.A., and J.S. Solomon, The effect of task complexity and conflict handling styles on computer-supported negotiations 37 (2000) 161
Jain, H., see Vitharana, P. 37 (2000) 297
Jambulingam, T., see Carter Jr., F.J. 38 (2001) 277
Janvrin, D., and J. Morrison, Using a structured design approach to reduce risks in end user spreadsheet development 37 (2000) 1
Jeff Clark, W., see Gambill, S.E. 37 (2000) 217
Jha, G., see Hui, S.C. 38 (2000) 1
Jiang, J.J., and G. Klein, Effects of downsizing policies on IS survivors' attitude and career management 38 (2000) 35
Jiang, J.J., G. Klein, J. Roan and J.T.M. Lin, IS service performance: self-perceptions and user perceptions 38 (2001) 499
Jiang, J.J., W.A. Muhanna and G. Klein, User resistance and strategies for promoting acceptance across system types 37 (2000) 25
Jones, M.C., see Beatty, R.C. 38 (2001) 337
Jung, B., I. Han and S. Lee, Security threats to Internet: a Korean multi-industry investigation 38 (2001) 487
Kagan, A., see Post, G. 37 (2000) 13
Kaindl, L., see Scott, J.E. 37 (2000) 111
Kim, Y.-G., see Moon, J.-W. 38 (2001) 217
King, W.R., and V. Sethi, Patterns in the organization of transnational information systems 38 (2001) 201
King, W.R., and Y. Malhotra, Developing a framework for analyzing IS sourcing 37 (2000) 323
Kirs, P.J., K. Pflughoeft and G. Kroeck, A process model cognitive biasing effects in information systems development and usage 38 (2001) 153
Klein, B.D., see Goodhue, D.L. 38 (2000) 87
Klein, G., see Jiang, J.J. 37 (2000) 25
Klein, G., see Jiang, J.J. 38 (2000) 35
Klein, G., see Jiang, J.J. 38 (2001) 499
Kohli, R., see Forgionne, G.A. 38 (2001) 421
Kophamel, A., see Skok, W. 38 (2001) 409
Kroeck, G., see Kirs, P.J. 38 (2001) 153
Kuan, K.K.Y., and P.Y.K. Chau, A perception-based model for EDI adoption in small businesses using a technology–organization–environment framework 38 (2001) 507
Lai, V.S., Issues of international information systems management: a perspective of affiliates 38 (2001) 253
Lee, C.W., and J.-A. Park, Assessment of HIV/AIDS-related health performance using an artificial neural network 38 (2001) 231
Lee, J.-N., The impact of knowledge sharing, organizational capability and partnership quality on IS outsourcing success 38 (2001) 323
Lee, S., and I. Han, Fuzzy cognitive map for the design of EDI controls 37 (2000) 37
Lee, S., see Jung, B. 38 (2001) 487
Leonard, L.N.K., see Walstrom, K.A. 38 (2000) 59
Leung, H.K.N., Quality metrics for intranet applications 38 (2001) 137
Li, E.Y., and H.-G. Chen, Output-driven information system planning: a case study 38 (2001) 185
Li, E.Y., R. McLeod Jr. and J.C. Rogers, Marketing information systems in *Fortune* 500 companies: a longitudinal analysis of 1980, 1990, and 2000 38 (2001) 307
Liao, Z., and M.T. Cheung, Internet-based e-shopping and consumer attitudes: an empirical study 38 (2001) 299
Lin, J.T.M., see Jiang, J.J. 38 (2001) 499
Lin, W.T., and B.B.M. Shao, The relationship between user participation and system success: a simultaneous contingency approach 37 (2000) 283
Liu, C., and K.P. Arnett, Exploring the factors associated with Web site success in the context of electronic commerce 38 (2000) 23
Llopis, J., see Claver, E. 37 (2000) 181
Lucas Jr., H.C., and V. Spitler, Implementation in a world of workstations and networks 38 (2000) 119
Lurey, J.S., and M.S. Raisinghani, An empirical study of best practices in virtual teams 38 (2001) 523
Mak, B.L., and H. Sockel, A confirmatory factor analysis of IS employee motivation and retention 38 (2001) 265
Malhotra, Y., see King, W.R. 37 (2000) 323
Mannermaa, K., see Alajoutsijärvi, K. 37 (2000) 153
Mao, E., see Chen, L.-d. 37 (2000) 103
March, S.T., see Goodhue, D.L. 38 (2000) 87
Martinsons, M.G., and C. Cheung, The impact of emerging practices on IS specialists: perceptions, attitudes and role changes in Hong Kong 38 (2001) 167

McHaney, R., and T.P. Cronan, Toward an empirical understanding of computer simulation implementation success 37 (2000) 135
McLeod Jr., R., see Li, E.Y. 38 (2001) 307
Melone Jr., N., see Carter, F.J. 38 (2001) 277
Moon, J.-W., and Y.-G. Kim, Extending the TAM for a World-Wide-Web context 38 (2001) 217
Morrison, J., see Janvrin, D. 37 (2000) 1
Motwani, J., see Wong, K.-F. 37 (2000) 51
Muhanna, W.A., see Jiang, J.J. 37 (2000) 25
Mykytyn Jr., P.P., see Riemenschneider, C.K. 37 (2000) 257
Nath, R., see Angeles, R. 37 (2000) 241
Pant, S., H.T. Sim and C. Hsu, A framework for developing Web information systems plans: illustration with Samsung Heavy Industries Co., Ltd. 38 (2001) 385
Paolillo, J., see Aiken, M. 37 (2000) 87
Parent, M., Brent Gallupe R., W.D. Salisbury and J.M. Handelman, Knowledge creation in focus groups: can group technologies help? 38 (2000) 47
Park, J.-A., see Lee, C.W. 38 (2001) 231
Payton, F.C., Lessons learned from three interorganizational health care information systems 37 (2000) 311
Pflughoeft, K., see Kirs, P.J. 38 (2001) 153
Pollard, C.E., see Hayne, S.C. 38 (2000) 73
Post, G., and A. Kagan, Management tradeoffs in anti-virus strategies 37 (2000) 13
Rahim, Md.M., see Seyal, A.H. 37 (2000) 169
Rahman, Md.N.Ad., see Seyal, A.H. 37 (2000) 169
Rai, A., and H. Al-Hindi, The effects of development process modeling and task uncertainty on development quality performance 37 (2000) 335
Raisinghani, M.S., see Lurey, J.S. 38 (2001) 523
Reithel, B.J., see Govindarajulu, C. 37 (2000) 77
Rice, R.E., see D'Ambra, J. 38 (2001) 373
Richardson, I., see Skok, W. 38 (2001) 409
Riemenschneider, C.K., and P.P. Mykytyn Jr., What small business executives have learned about managing information technology 37 (2000) 257
Roan, J., see Jiang, J.J. 38 (2001) 499
Rogers, J.C., see Li, E.Y. 38 (2001) 307
Salisbury, W.D., see Parent, M. 38 (2000) 47
Scott, J.E., and L. Kaindl, Enhancing functionality in an enterprise software package 37 (2000) 111
Sethi, V., see Govindarajulu, C. 37 (2000) 77
Sethi, V., see King, W.R. 38 (2001) 201
Seyal, A.H., Md.M. Rahim and Md.N.Ad. Rahman, Computer attitudes of non-computing academics: a study of technical colleges in Brunei Darussalam 37 (2000) 169
Shao, B.B.M., see Lin, W.T. 37 (2000) 283
Shim, J.P., see Beatty, R.C. 38 (2001) 337
Sim, H.T., see Pant, S. 38 (2001) 385
Skok, W., A. Kophamel and I. Richardson, Diagnosing information systems success: importance–performance maps in the health club industry 38 (2001) 409
Sockel, H., see Mak, B.L. 38 (2001) 265
Soliman, K.S., see Chen, L.-d. 37 (2000) 103
Solomon, J.S., see Jain, B.A. 37 (2000) 161
Spitler, V., see Lucas Jr., H.C. 38 (2000) 119
Stone, R.W., and D.J. Good, The assimilation of computer-aided marketing activities 38 (2001) 437
Stratopoulos, T., and B. Dehning, Does successful investment in information technology solve the productivity paradox? 38 (2000) 103
Szeto, C., see Burn, J.M. 37 (2000) 197
Tam, K.Y., see Chau, P.Y.K. 37 (2000) 229
Tikkanen, H., see Alajoutsijärvi, K. 37 (2000) 153
van der Aalst, W., Loosely coupled interorganizational workflows:. modeling and analyzing workflows crossing organizational boundaries 37 (2000) 67
Vitharana, P., and H. Jain, Research issues in testing business components 37 (2000) 297
Waller, B., see Aiken, M. 37 (2000) 95
Walstrom, K.A., and L.N.K. Leonard, Citation classics from the information systems literature 38 (2000) 59
Wan, H.A., Opportunities to enhance a commercial website 38 (2000) 15
Wilkes, R.B., see Gambill, S.E. 37 (2000) 217
Wong, K.-F., C.-H. Cheng and J. Motwani, SWAM — a structured WWW access model 37 (2000) 51

ELSEVIER

Information & Management 38 (2001) 549–551

INFORMATION & MANAGEMENT

www.elsevier.com/locate/dsw

Subject index to Volumes 37 & 38

Abduction, 37 (2000) 87
Aerospace industry, 38 (2001) 277
AHP applications, 38 (2001) 421
Analytic hierarchy process, 38 (2001) 289
Anti-virus software, 37 (2000) 13
Authoring tools, 37 (2000) 51
Authors' profiles., 37 (2000) 181
Autism, 38 (2001) 129
Automobile, 38 (2001) 289

Banking services, 38 (2001) 185
B2C e-commerce, 38 (2001) 299
Bilingual documents, 37 (2000) 51
Brainstorming, 37 (2000) 95
Browsing tools, 37 (2000) 51
Burnout, 38 (2001) 265
Business components, 37 (2000) 297
Business process re-engineering, 38 (2001) 167, 239

Car purchase model, 38 (2001) 289
Career development, 38 (2001) 265
Career management, 38 (2000) 35
Case study, 37 (2000) 311
CASE tools, 38 (2001) 167
Categories of IS studies, 37 (2000) 181
Citation analysis, 38 (2000) 59
COCOMO II, 38 (2001) 449
Collaboration, 37 (2000) 111
Communication, 38 (2001) 129
Communication mechanisms, 38 (2001) 277
Competitive advantage, 38 (2000) 103, (2001) 185, 307
Component assembly, 37 (2000) 297
Computer attitudes, 37 (2000) 169
Computer security, 37 (2000) 13
Computer simulation, 37 (2000) 135
Computer usage, 37 (2000) 257; 38 (2001) 307
Computer utilization, 38 (2001) 231
Conflict handling styles, 37 (2000) 161
Conflict resolution, 37 (2000) 111
Consumer attitudes, 38 (2001) 299
Container terminal industry, 37 (2000) 197
Contingency, 37 (2000) 283
Controls, 37 (2000) 37
Critical issues, 38 (2000) 73
Critical success factors, 38 (2001) 185
Customer firms, 37 (2000) 241
Customer relationships, 37 (2000) 153
Customer service support, 38 (2000) 1
Cybermarketing, 38 (2000) 23

Data management, 38 (2001) 231
Data mining, 37 (2000) 271; 38 (2000) 1
Data quality, 37 (2000) 271
Data warehousing, 37 (2000) 103
Decision maker, 38 (2001) 153
Decision support, 38 (2000) 1
Decision support systems, 37 (2000) 135; 38 (2000) 87, (2001) 421
Decision-making performance, 38 (2001) 231
Design, 37 (2000) 217
Development team, 37 (2000) 111
Diffusion of information technologies, 38 (2001) 277
Diffusion of IS research, 38 (2000) 59
Diffusion of organizational knowledge, 38 (2001) 239
Disinhibition, 37 (2000) 95
Diversification, 38 (2001) 459
Downsizing, 38 (2001) 167
Downsizing survivors, 38 (2000) 35

Electronic commerce, 37 (2000) 67, 311; 38 (2000) 23, (2001) 307, 337, 473
Electronic data interchange (EDI), 37 (2000) 37, 241; 38 (2001) 507
Electronic meeting systems, 37 (2000) 161
Electronic meetings, 37 (2000) 87, 95
e-marketing, 38 (2000) 15
Empirical research, 38 (2001) 473
Empirical study, 38 (2001) 299
Employee assistance, 38 (2000) 35
Employee attitudes, 38 (2001) 167
End-user computing, 37 (2000) 103; 38 (2001) 167
End-user computing satisfaction, 37 (2000) 135
End-user computing support, 37 (2000) 77
Enterprise model, 38 (2001) 185
Enterprise resource planning, 37 (2000) 111
Equity theory, 37 (2000) 217
e-services, 38 (2000) 15
e-transaction, 38 (2000) 15
EUC support sources, 37 (2000) 77
Event study, 38 (2001) 459
Expectancy theory, 37 (2000) 217
Experimental design, 38 (2000) 87
Extended ISO model, 38 (2001) 137

Elsevier Science B.V.
PII: S0378-7206(01)00126-4

External support mechanisms, 38 (2001) 523

Fabrication, 38 (2001) 487
360° feedback, 38 (2001) 499
Financial performance, 38 (2000) 103
Financial ratios, 38 (2000) 103
Firm value, 38 (2001) 459
Flaming, 37 (2000) 95
Focus groups, 38 (2000) 47
Formal description techniques, 38 (2001) 449
Fortune 1000, 38 (2000) 23
Fuzzy cognitive map, 37 (2000) 37

Gender differences, 38 (2001) 167
Global information systems, 38 (2001) 201
Global information systems management, 38 (2001) 253
Goal-setting theory, 37 (2000) 217
Group decision support systems, 37 (2000) 161
Group decision-making, 38 (2001) 289
Group support systems, 37 (2000) 87, 95; 38 (2000) 47

Health information networks, 37 (2000) 311
Human resource management, 38 (2001) 167

Impact of technological change, 38 (2001) 167
Implementation, 38 (2000) 119
Informal networks, 37 (2000) 111
Informal support, 37 (2000) 77
Information center, 37 (2000) 103
Information economics, 38 (2001) 385
Information goods, 38 (2001) 473
Information requirements determination, 37 (2000) 111
Information resources, 38 (2001) 307
Information system issues, 38 (2001) 253
Information system plans, 38 (2001) 185
Information systems, 38 (2001) 129, 153, 437
Information systems architecture, 38 (2001) 201
Information systems management, 37 (2000) 323; 38 (2000) 73
Information systems meta study, 38 (2001) 421
Information systems organization, 38 (2001) 201
Information systems personnel, 38 (2000) 35
Information systems strategy, 38 (2001) 201
Information systems success, 37 (2000) 135
Information technology, 38 (2001) 129
Information technology adoption, 38 (2001) 337
Information technology investment, 38 (2000) 103
Information technology management, 37 (2000) 197, 257; 38 (2000) 73
Insourcing, 37 (2000) 323
Interception, 38 (2001) 487
Internal group dynamics, 38 (2001) 523
Internal markets, 37 (2000) 323
International information systems, 38 (2001) 253
Internationalization, 37 (2000) 153
Internet, 37 (2000) 51, 123; 38 (2001) 487
Internet business models, 38 (2001) 473
Internet virtual shopping, 38 (2001) 299
Internet-EDI, 37 (2000) 241
Inter-organizational systems, 37 (2000) 241
Interruption, 38 (2001) 487
Intranet applications, 38 (2001) 137
I–P maps, 38 (2001) 409
IS designer, 38 (2001) 153
IS issues, 38 (2001) 239
IS literature, 38 (2000) 59
IS management, 38 (2001) 167
IS outsourcing, 38 (2001) 323
IS publications, 37 (2000) 181
IS service, 38 (2001) 499
IS staff evaluation, 38 (2001) 499
IS success, 38 (2001) 409

Job, 37 (2000) 217
Job characteristics theory, 37 (2000) 217
Job satisfaction, 38 (2001) 265
Journal quality, 38 (2001) 421
Journal rankings, 38 (2001) 421
Journal ratings, 38 (2001) 421

Key information systems issues, 38 (2000) 73
Knowledge creation, 38 (2000) 47
Knowledge discovery in databases, 37 (2000) 271; 38 (2000) 1
Knowledge sharing, 38 (2001) 323

Linear regression, 38 (2000) 87
Local MIS staff, 37 (2000) 77
Logistic regression, 38 (2000) 87
Loyalty, 38 (2001) 265

Machine fault diagnosis, 38 (2000) 1
Management advocacy, 38 (2001) 277
Management fashion, 38 (2001) 239
Management functions, 38 (2001) 307
Management information systems, 37 (2000) 335; 38 (2000) 87
Management levels, 38 (2001) 307
Management policy effectiveness, 37 (2000) 13
Management priorities, 38 (2000) 73
Marketing, 37 (2000) 153
Marketing and information systems, 38 (2001) 307, 437
Marketing mix, 38 (2001) 307
Mathematical modeling, 38 (2001) 307
Mergers and acquisitions, 38 (2001) 459
Message sequence charts, 37 (2000) 67
Methods of IS studies, 37 (2000) 181
MIS success, 37 (2000) 25
Modeling, 37 (2000) 87
Modification, 38 (2001) 487
Motivation, 37 (2000) 217; 38 (2001) 265
Multinational corporations, 38 (2001) 201
Multiple criteria decision making, 38 (2001) 421

Need-pull, 37 (2000) 229
Negotiation support systems, 37 (2000) 161
Non-computing academics, 37 (2000) 169

Object-oriented, 37 (2000) 297
Open systems, 37 (2000) 229
Organization concepts, 38 (2001) 239
Organizational capability, 38 (2001) 323
Organizational learning, 37 (2000) 111

Outsourcing, 37 (2000) 283, 323; 38 (2001) 167
Outsourcing success, 38 (2001) 323

Partnership quality, 38 (2001) 323
Perception of management, 38 (2001) 265
Perception-based model, 38 (2001) 507
Performance, 37 (2000) 37
Performance evaluation, 38 (2000) 87
Petri nets, 37 (2000) 67
Planning methodologies, 38 (2001) 185
Playfulness, 38 (2001) 217
Predictive model, 38 (2001) 231
Process quality, 37 (2000) 335
Process-value matrix, 38 (2000) 15
Product quality, 37 (2000) 335
Productivity paradox, 38 (2000) 103

Quality maturity, 38 (2001) 355
Quality metrics, 38 (2001) 137

Re-engineering, 38 (2001) 385
Resistance to change, 37 (2000) 25
Retention, 38 (2001) 265
Reuse, 37 (2000) 297
Revenue streams, 38 (2001) 473
Risks in end user development, 37 (2000) 1

Scale development, 38 (2001) 373
Security, 37 (2000) 37; 38 (2001) 487
Selective sourcing, 37 (2000) 323
Sensitivity analysis, 38 (2001) 289
Simultaneity, 37 (2000) 283
Small business, 37 (2000) 257; 38 (2001) 507
Smart sourcing, 37 (2000) 323
SMEs, 37 (2000) 153
Social perception, 38 (2001) 499
Society, 38 (2001) 129
Software cost estimate, 38 (2001) 449
Software engineering, 38 (2001) 277
Software industry, 37 (2000) 153
Software packages, 37 (2000) 111
Software project estimation, 38 (2001) 449
Software sizing, 38 (2001) 449
Software testing, 37 (2000) 297
Spreadsheet errors, 37 (2000) 1
Strategic alignment, 37 (2000) 197
Strategic alliances, 37 (2000) 241
Strategic information systems planning, 38 (2001) 385
Strategic perspectives, 37 (2000) 197
Strategic plan, 38 (2001) 307
Strategic planning, 38 (2001) 185
Strategy and information systems, 38 (2001) 437
Structured design, 37 (2000) 1
Supplier firms, 37 (2000) 241
Support services perceived to be important by users, 37 (2000) 77
Survey, 38 (2001) 299
System complexity, 37 (2000) 283
System design goals and philosophy, 38 (2001) 355
System impact, 37 (2000) 283
System success, 37 (2000) 283
Systems development, 38 (2001) 167, 355
Systems development methodologies, 37 (2000) 335
Systems implementation, 37 (2000) 25, 311

Target organization group, 38 (2001) 277
Task design, 37 (2000) 217
Task uncertainty, 38 (2001) 231
Task–technology fit, 38 (2000) 119, (2001) 373
Team effectiveness, 38 (2001) 523
Technical colleges, 37 (2000) 169
Technological innovations, 38 (2001) 277
Technology acceptance, 38 (2001) 217
Technology Acceptance Model (TAM), 38 (2000) 119, (2001) 217
Technology adoption, 37 (2000) 229; 38 (2001) 507
Technology-push, 37 (2000) 229
Telecommunications industry, 38 (2001) 459
Threat, 38 (2001) 487
Total quality management, 38 (2001) 355
Trading partnerships, 37 (2000) 241
Trust, 37 (2000) 111
Turnover intent, 38 (2001) 265

UK health club industry, 38 (2001) 409
User acceptance, 37 (2000) 25
User attitude, 37 (2000) 77, 283
User evaluation, 38 (2001) 373
User intention, 37 (2000) 77
User involvement, 37 (2000) 283
User participation, 37 (2000) 283
User requirements, 37 (2000) 111
User satisfaction, 37 (2000) 103, 283

Value chain, 38 (2001) 385
Verification, 37 (2000) 67
Virtual teams, 38 (2001) 523
Virus, 37 (2000) 13

Web attributes, 38 (2000) 15
Web content, 37 (2000) 123
Web design, 37 (2000) 123
Web information systems, 38 (2001) 385
Web site success, 38 (2000) 23
Web sites, 37 (2000) 123
Work motivation, 37 (2000) 217
Workflow management, 37 (2000) 67
Workstations, 38 (2000) 119
World Wide Web, 38 (2001) 217, 337, 373
WWW, 37 (2000) 51